



Australian Government

SHBXIND002 Communicate as part of a salon team

Release: 1

SHBXIND002 Communicate as part of a salon team

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work as part of a team in a salon or retail cosmetics environment. It requires the ability to communicate with colleagues and senior staff and actively participate in a team work environment.

This unit applies to individuals working in service environments including retail cosmetic outlets, spas, hairdressing, barber, beauty and nail salons. It applies to personnel working in teams at all levels including frontline, supervising and senior team members.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Communicate with team members.	1.1.Communicate effectively with team members considering cultural and other differences. 1.2.Use questioning to check understanding and seek clarification to prevent misunderstandings. 1.3.Display respect to team members and adherence to workplace expectations. 1.4.Maintain open communication with team members to ensure transfer of information. 1.5.Share information and ideas with team to enhance work

outcomes.

2. Actively participate in teams.
 - 2.1. Identify individual responsibilities for contributing to the achievement of team goals.
 - 2.2. Carry out tasks and responsibilities to achieve workplace goals and organisational expectations.
 - 2.3. Work cooperatively with team members to maximise efficiency and quality of daily work outcomes.
 - 2.4. Seek, acknowledge and act upon constructive feedback from others.
 - 2.5. Participate in team problem-solving to improve outcomes.
 - 2.6. Interact with team members to foster a positive team and work environment reflective of the organisational culture.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skill	Description
Reading skills to:	• interpret basic written communication documents including hand recorded notes and emails.
Oral communication skills to:	• use open questions and paraphrasing to confirm correct understanding • use gestures or simple words to communicate where language barriers exist.
Self-management skills to:	• recognise when assistance is required of self or others and seek support.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

Assessment Requirements for SHBXIND002 Communicate as part of a salon team

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- effectively communicate with team members and contribute to team outcomes while participating in at least three day-to-day sales and services activities
- participate in one team meeting to discuss a sales and service problem and actively contribute towards a resolution.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- conventions and use of a range of communication methods:
 - verbal communication
 - non-verbal communication
- communication techniques and use in a team context:
 - open and closed questioning
 - paraphrasing
 - effective listening
 - voice tonality and volume
- effective communication techniques with team members of diverse backgrounds:
 - cultural diversity
 - special needs
- team work principles and the role of teamwork in the achievement of workplace goals
- role of feedback in the achievement of team goals
- problem-solving strategies for use in the achievement of team goals
- techniques for supporting team members in the achievement of required workplace outcomes
- standards expected of personal services industry employees in relation to team work:
 - attitudes
 - ethics.

Assessment Conditions

Skills must be demonstrated in a retail store or personal services environment; this can be:

- an industry workplace or
- a simulated retail store or beauty, hairdressing or barbering workplace, set up for the purpose of skills assessment.

Assessment must ensure use of:

- team members with whom the individual can interact; these can be:
 - team members in an industry workplace, or
 - people who participate in role plays or simulated activities within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors; and

- have at least three years full time employment experience in the beauty, hairdressing, or barbering industry where they have applied the skills and knowledge covered in this unit of competency; this cannot include any indentured traineeship or apprenticeship period.

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